

**Past Performance Package  
for TIB-2013-RFP-0014  
TSP Benchmarking Services**

**This package consists of the following items, which are to be completed as indicated below.  
All required forms must be submitted no later than September 11, 2013.**

Section	Description	Who Completes	Disposition
1	Sample Authorization Letter	Offeror Being Evaluated	Forward to Evaluator
2	Past Performance Information Sheet	Offeror Being Evaluated	Submit with proposal <i>and</i> Forward to Evaluator
3	Past Performance Evaluation Form	Evaluator	<p>Send to Evaluator who will:</p> <p>Complete and submit a fillable on-line version at <a href="http://www.frtib.gov">www.frtib.gov</a></p> <p style="text-align: center;"><i>or</i></p> <p>Scan and e-mail a hard copy of the Past Performance Evaluation Form to <a href="mailto:Benchmarking-CO@tsp.gov">Benchmarking-CO@tsp.gov</a></p> <p style="text-align: center;"><i>or</i></p> <p>Mail the original hard copy to: Ms. Marisol Vargas-Busch, Contracting Officer, Attn: TSP Benchmarking Services Solicitation, 77 K Street NE, Washington, DC 20002</p>

Any questions concerning completion of this package should be e-mailed to the FRTIB Contractor Officer for this solicitation at [Benchmarking-CO@tsp.gov](mailto:Benchmarking-CO@tsp.gov).

**Section 1: Sample Authorization Letter  
In Reference to TIB-2013-RFP-0014  
TSP Benchmarking Services**

This sample letter is provided with the RFP for Offerors to use in transmitting the Past Performance questionnaire to Evaluators.

*[Date of Letter]*

*[Name and Address of Prospective Offeror's Client]*

Attention: *[Name and Designation of Customer's Appropriate Contact]*

Dear *[Evaluator's Name]*:

We are currently responding to the FRTIB, Request for Proposal (RFP) for TSP Benchmarking Services, TIB-2013-RFP-0014. The FRTIB is requesting that Offerors identify prior or current clients for whom the Offeror has done similar work and request their participation in the evaluation process. Past Performance is a critical evaluation factor for this solicitation, ranked equally with technical skills.

We have included our work for [client's name] as a past performance reference. We respectfully request that you complete and submit the attached Past Performance Questionnaire, using one of the following procedures, in time that it is received no later than *September 11, 2013*. In the event you are contacted by the FRTIB for additional information on work we have performed, you are hereby authorized to respond to those inquiries. Your cooperation with this effort is greatly appreciated. And please, in order to maintain the integrity of this process, DO NOT return the completed questionnaire to us.

- > Complete and submit a fillable on-line version at [www.frtib.gov](http://www.frtib.gov), or
- > Scan and e-mail a signed of the questionnaire to [Benchmarking-CO@tsp.gov](mailto:Benchmarking-CO@tsp.gov), or
- > Mail the original, signed copy to: Ms. Marisol Vargas-Busch, Contracting Officer,  
Attn: TSP Benchmarking Services Solicitation, 77 K Street NE, Washington, DC 20002

Questions related to completing the Past Performance Questionnaire should be directed to Marisol Vargas-Busch, Contracting Officer, at [Benchmarking-CO@tsp.gov](mailto:Benchmarking-CO@tsp.gov).

Sincerely,  
*[Name and Title of Signer]*

**Section 2: Past Performance Information Sheet**  
**In Reference to TIB-2013-RFP-0014**  
**TSP Benchmarking Services**

To be completed by Prospective Offeror and:  
- Copy forwarded with Proposal  
- Copy forwarded to Evaluator

01. *Contract Identifying Number*

02. *Period of Performance*

03. *Name of Contract and Description of Effort*

04. *Name of Prime Contractor for Effort*

05. *Offeror's Role In Effort (Prime, Subcontractor, Teaming Partner, Joint Venture Partner, Other- Explain)*

06. *This Past Performance Is Relevant Because*

07. *Name of Client Organization*

08. *Name and Title of Client Point of Contact*

09. *Contact's Telephone Number*

10. *Contact's E-mail Address*

### Section 3: PAST PERFORMANCE EVALUATION FORM

**NOTE TO EVALUATOR:** You are completing this Past Performance Form at the request of the Offeror named below for the *Federal Retirement Thrift Investment Board's (FRTIB or Agency) TSP Benchmarking Services Solicitation TIB-2013-RFP-0014*. Past performance information is a critical evaluation factor this solicitation and your input is greatly appreciated. Any questions about completing this form should be e-mailed to the FRTIB Contracting Officer at [Benchmarking-CO@tsp.gov](mailto:Benchmarking-CO@tsp.gov). Please submit your completed evaluation no later than September 11, 2013.

*In compliance with the direction in the Federal Acquisition Regulations (FAR) 3.104, the information contained in this evaluation is not subject to view by anyone other than the designated FRTIB source selection personnel.*

Completed by request from: *Enter Name of Contractor's Company Being Evaluation*

Completed by: *Enter Company Name of Evaluator*

A. The items below represent work to be done for the FRTIB. Please indicate if similar work was done during your contractual arrangement with the Offeror by entering an "X" in the appropriate box. You may add additional activities in Part 4.

Yes

No

#### 1 Management and Operational Services

1.1 Project Management Services

1.2 Contract Management Services (fulfills contract requirements)

1.3 Defined Contribution Expertise

1.4 Administrative Support (e.g., prepares documentation for meetings)

#### 2 Benchmarking Services

2.1 Assess Plan Design (Features and Benefits)

2.2 Identify Key Operational Processes and Current Service Levels

2.3 Assess Service Level Metrics, Standards and Key Performance Indicators

2.4 Identify and Assess Key Cost Drivers Associated with Key Operational Processes

2.5 Establish Performance Baseline and Benchmarks

2.6 Provide Ongoing Measurement, Process Re-engineering, & Reporting Methodologies

#### 3 Key Operational Processes Assessment Services

3.1 Abandoned Account Forfeitures

3.2 Account Reconciliation

3.3 Contributions

3.4 Contribution Allocations and Interfund Transfers

3.5 Disbursements

3.6 Error Correction and Special Processing

3.7 Investments

3.8 Loan Repayments

3.9 Notice Production and Fulfillment

3.10 Participant Benefit Request Process

3.11 Participant Services Representatives Process

3.12 Report Production and Distribution Process

#### 4 Others:

**A. Using the definitions below, enter an “X” in the appropriated boxes to indicate your satisfaction with the contractor’s performance. Space is available at the end of the questions to provide additional or clarifying comments.**

Performance Level	Performance Description
E = Exceptional	The contractor’s performance meets contractual requirements and exceeds many (requirements) to the Government’s benefit. The contractual performance was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.
VG = Very Good	The contractor’s performance meets contractual requirements and exceeds some (requirements) to the Government’s benefit. The contractual performance was accomplished with some minor problems for which corrective actions taken by the contractor were effective.
S = Satisfactory	The contractor’s performance meets contractual requirements. The contractual performance contained some minor problems for which corrective actions taken by the contractor appear or was satisfactory.
M = Marginal	Performance does not meet some contractual requirements. The contractual performance reflects a serious problem for which the contractor has not yet identified corrective actions or the contractor’s proposed actions appear only marginally effective or were not fully implemented.
US = Unsatisfactory	Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance contains serious problem(s) for which the contractor’s corrective actions appear or were ineffective.
NA = Not Applicable	Unable to provide a score.

**For purposes of this solicitation a “large to mega” organization is defined as:**

- A large defined contribution plan is one with 25,000 – 120,000 or more participants and assets of \$200 million - \$350 billion or more.
- A large defined contribution TPA is one with 1.5 million or more participant accounts and total assets of \$200 billion or more.
- A large financial institution is a nationally recognized bank, or an insurance company or similar entity with assets of \$350 billion and 1 million or more retail or participant accounts.

Technical Performance	E	VG	S	M	US	NA
01. Demonstrated ability to effectively identify key operational processes for large to mega defined contribution plans or other large to mega financial organizations.						
02. Demonstrated ability to effectively apply knowledge of industry standards and best practices to assess key operational processes for large to mega defined contribution plans or other large to mega financial organizations, and to recommend process re-engineering and other improvements.						
03. Demonstrated ability to effectively apply knowledge of business metrics and service level standards for large to mega defined contribution plans or other large to mega financial organizations.						
04. Demonstrated ability to effectively apply costing models to identify, allocate and assess, forecast, and track costs of key processes for large to mega defined contribution plans or other large to mega financial organizations.						

05. Demonstrated ability to conduct performance management reviews for large to mega defined contribution plans or other large to mega financial organizations.						
06. Demonstrated ability to benchmark plan features with those of similar large to mega defined contribution plans or other large to mega financial organizations.						
07. Demonstrated ability to provide assistance in developing an on-going benchmarking program for large to mega defined contribution plans or other large to mega financial organizations.						
<b>Quality of Products and Services</b>	<b>E</b>	<b>VG</b>	<b>S</b>	<b>M</b>	<b>US</b>	<b>NA</b>
08. Quality and effectiveness of contractor's products and efforts in meeting project goals and objectives.						
09. Quality and effectiveness of contractor's response times in accordance with contract requirements.						
10. Timeliness and accuracy of contractor's documentation and project status updates.						
11. Would you have any reservations about using this contractor in the future or having them perform one of your critical and demanding programs?						
12. Ability to prepare clear and concise documentation of processes, procedures and similar products.						
<b>Project Management</b>	<b>E</b>	<b>VG</b>	<b>S</b>	<b>M</b>	<b>US</b>	<b>NA</b>
13. Demonstrated ability to develop and maintain a project plan and schedule.						
14. Demonstrated ability to successfully manage a project for an organization with multiple contracting relationships.						
15. Demonstrated ability to manage resources effectively.						
16. Demonstrated ability to track risks to the project's success and propose mitigation strategies.						
<b>Cost Control</b>	<b>E</b>	<b>VG</b>	<b>S</b>	<b>M</b>	<b>US</b>	<b>NA</b>
17. Demonstrated ability to perform within contract costs.						
18. Demonstrated ability to alert clients of unforeseen costs before they occur and follow through to resolve problems.						
<b>Management of Key Personnel/Business Relations</b>	<b>E</b>	<b>VG</b>	<b>S</b>	<b>M</b>	<b>US</b>	<b>NA</b>
19. Demonstrated ability of the contractor's key personnel to provide expert advisory services and respond to client's needs.						
20. Demonstrated cooperativeness and professionalism of the contractor in dealing with the client and resolving issues.						
<b>B. Additional or Clarifying Comments - Please include item number, if appropriate.</b>						

C. Information About the Evaluator	
Name	
Title	
Contact Number	
Email Address	
Length of Time on the Contract	
Contract Identifying Number	
Contract Period of Performance	
Signature and Date	

***Thank you very much for your time and effort in providing this past performance information to the Federal Retirement Thrift Investment Board.***